

Agency IT Strategic Plan

Secretariat: Administration

Agency Code: 962

Agency: Department of Employment Dispute Resolution

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Agency Profile & Strategic Direction

Agency Mission Statement:

To promote the equitable management and resolution of employment disputes in state government agencies through the development and administration of a grievance procedure and other dispute resolution services such as mediation, training and consultation.

Agency IT Vision Statement:

EDR's IT Strategic Plan will help provide an efficient, seamless, customer-centric service delivery system through the use of technology. For example, the use of video-conferencing equipment for consultation, mediation and training services will increase staff productivity by eliminating unnecessary travel time and expenses. On-line training will provide employees and supervisors with the choice to participate in EDR training courses at their convenience thereby increasing their effectiveness in dealing with employment related disputes. These initiatives will also increase the number of customers EDR is able to serve by increasing service delivery options. The web-based data collection system will provide state agencies with a "common service delivery" system that tracks and manages their employment relations management information. The new system will eliminate duplicate system development, improve the accuracy and relevance of information available to EDR and reduce the support costs associated with data collection. This will, in turn, facilitate improved decision-making and service delivery for state employees and supervisors.

As a small agency charged with numerous statewide responsibilities, EDR is dependent on using technology to conduct and manage its services. Furthermore, EDR must routinely upgrade its technical infrastructure to assure a stable, efficient platform for the use of e-government solutions. For example, EDR is charged with collecting data and reporting on employment relations management services throughout the state and relies heavily on technology to accomplish this legislative mandate. Consequently, it is imperative that EDR continue to invest in the information technology systems that support the agency's mission. EDR is seeking a recurring source of funding for managing its technology investments. Until recurring funds are available, EDR will continue to struggle with the competing needs of personnel and technological costs.

Total Employees: 14

Total IT Employees: 0

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Project Selection Criteria:

Project Selection Criteria is determined by a four panel agency management team, as agency only consists of 14 employees. In addition, all projects focus on relevant operational/administrative/organizational, statutory, regulatory, and budgetary considerations.

Business Case Development:

As stated above, all relevant business challenges are considered by agency management team, supplemented with consideration of feedback from the relevant EDR staff.

Risk Assessment Methodologies:

As stated above, EDR is a small agency with 14 FTE's. Most projects face the challenge of adequate funding. A counter measure to successfully deal with funding constraints was the hiring of a student/intern to perform IT functions.

Prioritization Schema:

Overall needs of customers, statutory requirements, and funding limitations are considered.

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Core Business Activities:

Core Business Activity Title	Core Business Activity Description	Core Business Activity Sub-Function Title	Core Business Activity Sub-Function Description
EXECUTIVE MANAGEMENT	Efforts to assist the Governor in statewide management of state activities.	Personnel Management Services	Efforts to provide personnel management services necessary for on-going operations of government.
EXECUTIVE MANAGEMENT	Efforts to assist the Governor in statewide management of state activities.	Executive Management	This program may be used with the prior written approval of the Department of Planning and Budget

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Key Customers Associated With Each Core Business Activity :

Core Business Activity Title	Core Business Activity Description	Core Business Activity Sub-Function Title	Core Business Activity Sub-Function Description
EXECUTIVE MANAGEMENT	Efforts to assist the Governor in statewide management of state activities.	Personnel Management Services	Efforts to provide personnel management services necessary for on-going operations of government.
Key Customers			
Executive Branch Agencies			
General Assembly Members			
Governor			
State agency employees and management			
EXECUTIVE MANAGEMENT	Efforts to assist the Governor in statewide management of state activities.	Executive Management	This program may be used with the prior written approval of the Department of Planning and Budget
Key Customers			
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State agency employees and management			

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Key Activities and Associated Outcomes:

<u>Key Activity</u>	<u>Associated Outcome</u>
Collect and Analyze Data on Employment Dispute Resolution in State Agencies; Make Recommendations to Governor and General Assembly	Useful reports and recommendations relating to the status of conflict management and employment dispute resolution policy in the state's workplace, and pertinent to administration's goals of a state workplace based on merit and inclusion.
Establish the State Employee Grievance Procedure and Issue Administrative Rulings in Individual Grievances (Access, Compliance, Qualification)	Fair, efficient and effective process for assuring that employment actions taken by the state of VA are based on applicable policy & law, and are remedied if not; & for assuring that workplace issues may be addressed with mgm't through a recognized process, without the concern of retribution.
Provide Conflict Management and Dispute Resolution Training	Employees (nonsupervisory and supervisory) will have increased knowledge, skills, abilities and confidence in managing and resolving workplace conflict, including the appropriate use of the grievance procedure and EDR services.
Provide Hearing Services for Qualifying Grievances	Fair, efficient and effective hearings process conducted on the basis of the facts, applicable policy and law, with adequate relief where warranted, without the concern of stigma or retribution.
Provide Workplace Mediation Services	Ability to voluntarily discuss/resolve workplace disputes/concerns in a nonadversarial, respectful & confidential setting. With the help of an objective, neutral mediator, the parties are able to make decisions together based on a better understanding of their own views, & the situation they face.
Through Toll-Free Phone Line, Advise Employees and Agency Managers on Workplace Rights and Responsibilities, Resolution of Disputes	Employees (nonsupervisory to top management) will have easy and confidential access to information on employment rights and responsibilities within the state's workplace, personnel policies, and the available options for managing and resolving workplace conflict.

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Major IT Projects

Approved for Preliminary Planning — The following project(s) scheduled for initiation in the 2004-2006 Budget Biennium is (are) approved for inclusion in your IT Strategic Plan. A project proposal must be submitted to the CIO before the project(s) will be considered for planning approval. Procurements in support of the project(s) are not approved for submission to the VITA Project Management Division (PMD) for execution until the project has been Approved for Planning by the CIO. For detailed instructions refer to the Interim Procedures for the Initiation and Approval of Major and Non-major Information Technology Projects.

<http://www.vita.virginia.gov/projects/cpm/cpmDocs/projectInitInterimProcs030903.doc>

There are no major projects approved for preliminary planning.

Approved for Planning — The following project(s) scheduled for initiation in the 2004-2006 Budget Biennium is (are) approved for planning. This approval constitutes authorization to undertake the planning necessary to complete a detailed project proposal and project charter for consideration by the Secretariat Oversight Committee and the CIO. Projects "Approved for Planning" must be formally approved for development by the Commonwealth IT Investment Board prior to beginning Phase 3 of the project lifecycle (Project Planning) and execution as defined in the Commonwealth Project Management Guideline. Procurements in support of developing the detailed project proposal and charter are approved for submission to the VITA Project Management Division (PMD) for execution, in accordance with PMD procedures. For detailed instructions refer to the Interim Procedures for the Initiation and Approval of Major and Non-major Information Technology Projects.

<http://www.vita.virginia.gov/projects/cpm/cpmDocs/projectInitInterimProcs030903.doc>

Project Formal Title	Planned Start Date	Planned Completion Date	Estimate At Completion
Videoconferencing	07/01/2005	12/01/2005	\$15,000

Active Projects — The following project(s) are(is) scheduled to continue in the 2004-2006 Budget Biennium as an Active Project. All Active Projects must be tracked on the Commonwealth Information Technology Major Projects Dashboard and are subject to monthly review by the CIO. The CIO is authorized to assess progress of all Active Projects and recommend termination of a project to the Commonwealth IT Investment Board.

There are no major projects in the active projects category.

Collaboration Opportunity — The following project(s) is (are) designated as a Collaboration Opportunity. Your agency should consult with the other agencies listed on the corresponding collaboration report and evaluate whether collaboration between agencies on these projects is feasible. The results of your collaboration efforts and evaluation should be reported when the project is presented to the Commonwealth IT Investment Board for "Development Approval".

Video Conferencing

Work with the VITA Telecommunications and Network Services staff to evaluate options, to use VITA contracting vehicles, and to obtain VITA videoconferencing expertise and standards. Opportunities to leverage locations of videoconferencing facilities across the state should be evaluated.

Videoconferencing

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Major IT Procurements

Approved Major IT Procurements - The following major procurements are approved for submission to the VITA Project Management Division (PMD) for execution in accordance with PMD procedures.

There are no approved major procurements.

Disapproved Major IT Procurements - The following major procurements are not approved for submission to the VITA Project Management Division (PMD). The agency should not take any action on the major procurements listed below.

There are no disapproved major procurements.

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Non-major IT Projects

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<http://www.vita.virginia.gov/projects/cpm/cpmDocs/projectInitInterimProcs030903.doc>

Project Formal Title	Planned Start Date	Planned Completion Date	Estimate At Completion
EDR CD/Info-Disk	07/01/2004	10/31/2004	\$18,000.00
On-line Auto-Reminder Grievance Form A	07/01/2004	09/30/2004	\$14,000.00

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Non-major IT Procurements

Approved Non-major IT Procurements - The following non-major procurements are approved for submission to the VITA Project Management Division (PMD) for execution in accordance with PMD procedures.

There are no approved non-major procurements.

Disapproved Non-major IT Procurements - The following non-major procurements are not approved for submission to the VITA Project Management Division (PMD). The agency should not take any action on the major procurements listed below.

There are no disapproved non-major procurements.